

Funeral Home Q&A

Q. I am calling from Funeral Home to verify if the deceased John Doe had life insurance?

A. Yes, John Doe was covered for life insurance. (“Yes” assumes he was an active working full time employee at the time of death. If he was not then please indicate there was no coverage i.e. retiree or terminated employee.)

Please Note: If the employee dies within the first 30 days of the termination of employment or within 1 year of retirement, the claim should be handled as you would an active employee’s death claim.

Q. How much insurance coverage did John Doe have?

A. Due to privacy laws, we are unable to communicate the amount but, if you contact the Death Claims Analyst at Benefits Administration they can assist you with your questions or concerns. They can be contacted at 1-800-253-9981.

Q. Do you accept Funeral Assignments?

A. Yes, our life insurance carrier does accept funeral assignments. Please contact the Death Claims Analyst at Benefits Administration they can assist you on where to send the assignment and address your questions or concerns. They can be contacted at 1-800-253-9981.

Please Note: Sometimes, the funeral home will ask if the amount of life insurance will be enough to cover the funeral assignment. Please do not advise the funeral home, instead refer them to Benefits Administration to talk with the Death Claims Analyst to assist with their questions.